

DIRECTOR & STAFF ACTIVITIES REPORT

APRIL 2022



Illinois Heartland Library System

IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY



Administrative Report

ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

COMMUNICATION GOALS:

*Submitted by Danielle Beasley, Communications Coordinator
and by Shandi Greve Penrod, Marketing Coordinator*

**Communicate effectively and efficiently with IHL S stakeholders.
Advocate for the organization and our members.**

Highlights

- Updated the IHL S board election page and electronic ballot. Promoted board elections through targeted emails, email newsletters, and our website homepage.
- Restarted work with the Delivery staff to redevelop and finalize a communication campaign for the relaunch of the Delivery on the Go service, an additional service of the Delivery department.
- Consulted with staff across several departments to develop the communications section of the FY2023 operational plan and budget and the FY2023 marketing, advocacy, and internal communications plans.
- Worked with IHL S's core website development team and Ameex to address needed changes to the newly developed website.
- Worked with Cataloging Maintenance Center and SHARE staff to prepare for participation by those two departments, and IHL S as a whole, at the April Reaching Forward South.
- Collaborated with librarians across the state to develop promotional materials for the April Illinois Libraries Present event with Nick Offerman and Jeff Tweedy.

Communication and Promotion:

- *State and system news:*
 - IHL S: IHL S Employee Handbook feedback, Google Application for Non-Profits and Libraries, state law regarding collection development and retention policies for public libraries, Annual Certification and ILLINET Traffic Survey, Illinois Public Library Annual Report, Bouncing Back from the Pandemic, Expanding Digital Inclusion, and Road to Recovery: Transforming Library Spaces grant recipients, library resources highlight (one per newsletter), eRead Illinois and SHARE cloudLibrary reading list posts for patrons, IHL S Board Elections, IHL S at Reaching Forward South, intellectual freedom and book challenges
 - SHARE: SHARE's 10th birthday, SHARE Mobile Library custom templates, McNaughton Book Leasing, Baker & Taylor collectionHQ DEI (diversity, equity, inclusion) Analysis Tool, Metadata and Cataloging Committee of the ALA Graphic Novels and Comics Roundtable feedback requested, Kit & Kaboodle kits added,

end of school year need-to-knows for school libraries, miscellaneous tips and how-tos

- CMC: Online with the CMC webinars
- **Advocacy:**
 - WSIU Kids 24/7 channel sponsorship message advocating for public libraries, Library Censorship, and Book Challenges resource page
- **Continuing education and networking:**
 - Weekly IHLS Library Directors' Chats (multiple), IHLS Third Thursdays CE and the March Members Matter event, [Library Human Resources Webinar Series](#) (April, May, June webinars), Library Censorship and Book Challenges resource page, various third-party webinars and conferences, SHARE catalogers Training Session
- **Grants:**

The Consortium of Academic and Research Libraries of Illinois (CARLI) Illinois SCOERs: Support for Creation of Open Educational Resources sub-grant application for Open Educational Resources (OER) on courses that focus on "The Human Condition: Care, Development, and Lifespan."

Continuing education events attended by department staff:

- American Marketing Association St. Louis Annual Conference (half-day)
- American Marketing Association St. Louis Breakfast featuring speaker Julia M. Lang of the Carmody MacDonald P.C. Intellectual Property Group, discussing copyright, trademark, and intellectual property rights
 - *This opportunity was chosen in part to fulfill annual department goals of annual training in the area of communications law*

Membership and partnership events attended by department staff:

- IHLS Members Matter
- Illinois Libraries Present Marketing Committee
- Association of Illinois Library School Educators Partnership
- L2 Governance meeting
- IHLS-RAILS statewide services meeting

Social media insights:

- Facebook: 12 posts in March 2022
 - **Awareness:**
 - Post reach: 3,447 total, 287 avg.
 - Impressions: 3,739 total
 - **Engagement:** 200
 - **Likes:** 1,262 as of 3/31/2022 (+18 since 2/28/2022)
 - Most successful content:

Illinois Heartland Library System
March 25

IHLS has new positions open that we are #hiring for! If you, or someone you know, is looking for a new job and would enjoy working at an organization with a collaborative & family-friendly culture, apply using the links below, tag a family member or friend in the comments, or share these listings.

- SHARE Circulation and Resource Sharing Specialist: <http://ow.ly/xFq750lsw84>
- 2nd Shift Driver: <https://www.illinoisheartland.org/library-jobs/4426>
- Sorter: <https://www.illinoisheartland.org/library-jobs/4426> See more

Illinois Heartland Library System
IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

Get more likes, comments and shares
When you boost this post, you'll show it to more people.

465 People reached 93 Engagements [Boost post](#)

Illinois Heartland Library System
March 31

Fairview Heights Public Library Director Jill Pifer was recently interviewed by the St. Louis Post-Dispatch for an article about Illinois Libraries Present (ILP). Pifer is on the ILP steering committee and discusses the benefits of this program, which is currently in pilot phase. ILP is a statewide initiative to bring libraries of all sizes and budgets access to high-end programming, of which many would not be able to afford otherwise.

Check out the full story: <http://ow.ly/QhWY50lxEZr>
#HLSlibraries

STLTODAY.COM
Illinois public libraries come together to bring big-name authors to homes statewide

Get more likes, comments and shares
When you boost this post, you'll show it to more people.

328 People reached 25 Engagements [Boost post](#)

- Twitter: 4 tweets
 - Awareness: 904 total tweet impressions, 6 mentions, 16 profile visits
 - Change: +3 followers

Top Tweet earned 108 impressions

March is Women's History Month! Celebrate by picking your next great read from the FEATURED shelf in the cloudLibrary app. You'll find books for all ages by and about women who have inspired us through the years.

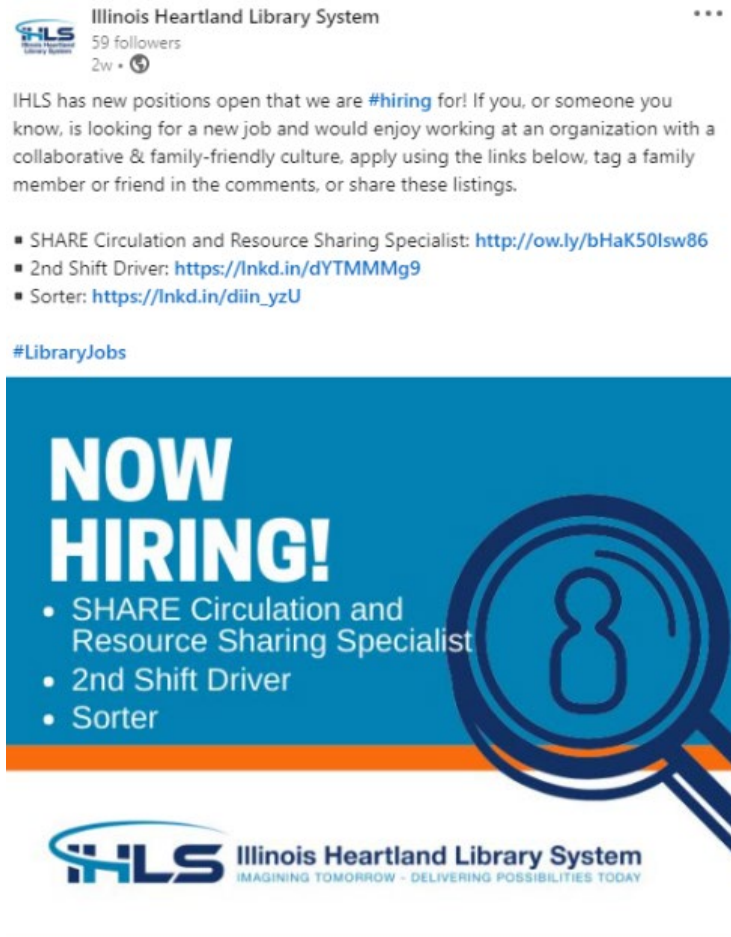
#WomensHistoryMonth #HLSlibraries
#SHARElibraries
pic.twitter.com/RVsXSeu1Kg



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- Most successful content:

- LinkedIn: 6 posts
 - *Awareness*: 214 impressions, 66 unique impressions
 - *Engagement*: 6 engagements
 - *Change*: +7 followers
 - Most successful content:



BOARD SUPPORT GOALS:

Submitted by Stacie Bushong, Executive Assistant

Provide support for IHLS board members. Retain and purge materials on an approved schedule.

- Along with Accounting staff, continued to sort through system records and prepare for permanent storage or submission for destruction.

FACILITIES GOALS:

Submitted by the IHLS Safety Team

Provide a safe working environment

- Coordinated annual safety training for staff



Human Resources Report

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Jill Trevino, Human Resources Director

HUMAN RESOURCES GOALS: Retain and attract highly qualified IHLS Staff whose focus will be to accomplish IHLS goals and objectives, seek continuous professional growth, and maintain a positive team dynamic. Explore opportunities to enhance human resources knowledge across member libraries.

Ensure that IHLS is sufficiently staffed to accomplish statutory priorities established by the Illinois State Library. Retain and attract highly qualified IHLS Staff whose focus will be to accomplish IHLS goals and objectives.

- Human Resources continues to recruit highly qualified candidates by posting job listings on our company website, Facebook, Indeed, ILA Jobline, Handshake, AMIGOS, RAILS Jobline, CARLI Jobline, and member newsletters. March job openings included: SHARE Cataloger, SHARE Cataloger 3, SHARE Circulation & Resource Sharing Specialist, two Sorters, and two Couriers.

New hire orientations were completed via Zoom this month by Human Resources for a Courier in Edwardsville, two Sorters in Edwardsville, a Cataloger in Carbondale, and a Courier in Carbondale.

Live workshop or online training	Format	# of staff
Annual Safety Training	IHLS Intranet	31
Sensitivity Basics: Creating Positive Working Relationships	Gallagher	13
General Auto Risk Program for Drivers	Gallagher	42
Preventing Back Injuries	Gallagher	42
Sexual Harassment and Discrimination	Gallagher	1
Ethics in Action: Employees	Gallagher	1
Taking Care of Self, Staff, and Community	WebJunction	1
The Top Five Myths about the Future of Work Debunked	SHRM.org	1
How Social Determinants of Health Are Costing Employers – Whether They Know it or Not	OneDigital	1
How to Create a Connected and Engaged Culture: Rocket Central’s Story	SHRM.org	1
Transformation with Purpose: Data-led Reorganization and the 'What If' Mindset	SHRM.org	1

Live workshop or online training Information Technology Department	Format	# of staff
Getting Started with Argo CD	PluralSight	1
Monitoring and Troubleshooting Azure Kubernetes Service (AKS) Clusters and Workloads	PluralSight	1
Getting Started with Prometheus	PluralSight	1
Microsoft Endpoint Manager: Windows Autopilot, Windows 365, and Azure Virtual Desktop	PluralSight	1
Building Dashboards from Prometheus Data in Grafana	PluralSight	1
GitOps: The Big Picture	PluralSight	1
DevOps with GitHub and Azure: Implementing Infrastructure as Code	PluralSight	1
Building iOS User Interfaces with SwiftUI	PluralSight	1
Automating Kubernetes Deployments Using a GitOps Workflow	PluralSight	1
Code Review: Best Practices	PluralSight	1
Kubernetes Security: Minimizing Microservice Vulnerabilities	PluralSight	1
Instrumenting Applications with Metrics for Prometheus	PluralSight	1
Azure DevOps Services Fundamentals	PluralSight	1
Getting Started with Rancher	PluralSight	1
Monitoring Key Systems with Prometheus Exporters	PluralSight	1
Working with Git Branches	PluralSight	1
Azure DevOps Server 2020 Fundamentals	PluralSight	1
Kubernetes Security: Implementing Monitoring, Logging, and Runtime Security	PluralSight	1
SDN and SD-WAN Fundamentals: Intro to SD-WAN	PluralSight	1
Deploying and Managing Azure Kubernetes Service (AKS) Clusters	PluralSight	1
Red Hat Certified Specialist in OpenShift Administration: Cluster Scaling and Pod Scheduling	PluralSight	1
Azure Kubernetes Service (AKS) – The Big Picture	PluralSight	1
Microsoft Azure Solutions Architect: Implement a Containerization Strategy	PluralSight	1
Kubernetes Security: Cluster Hardening	PluralSight	1
Preparing to Migrate to Microsoft 365	PluralSight	1



Celebrated our Staff on Employee Appreciation Day

- March 4, we celebrated and recognized our staff members. This was a nationwide employee appreciation day.
- We had snacks for staff and each supervisor wrote a personal letter to their team members thanking them for their contributions to the success of Illinois Heartland Library System.
- Employees received an IHLS tumbler with IHLS merchandise that we originally ordered for staff day for 2020.

COVID-19 Compliance, Policy, and Administration

- Human Resources continues to be the lead contact in addressing all COVID-19 exposure questions and concerns by following the protocol set forth by our Leadership Team. Human Resources is also making sure appropriate forms and approvals are obtained from employees when leave is needed for COVID-19 reasons.
- COVID-19 Leave policy expired as of March 31, 2022. Employees will now be required to use paid time off for absences that are COVID-19 related.

Employee Handbook Status

- We have received an official letter of approval for our IHLS Employee Handbook from the Illinois State Library on March 29, 2022. In the coming weeks we will be rolling out the Employee Handbook to staff and allow for questions and answer sessions via live webinar.

Increasing Staff Communication Through the Use of the IHLS Intranet

- In February, IHLS received notice of a reduction in some of our health insurance premiums, and these savings are being passed along to staff. This was posted to our intranet on March 2 to inform employees of the refund through their paycheck.

- On March 4, we posted instructions on how to purchase COVID-19 over-the-counter tests through our Blue Cross and Blue Shield health insurance. You must be a full-time employee currently enrolled in our health insurance plan to receive this benefit.
- On March 8, we posted a memo to staff informing them of our newest team members as well as those colleagues that are no longer with us.
- On March 18, we begin the process of collecting information of how employees feel about working for our organization, which was done by conducting an employee engagement survey. As an added benefit, depending on the results, this survey will allow us to potentially be featured in the St. Louis Top workplaces.

Employee Engagement Survey – St. Louis Dispatch Top Places to Work

- We were contacted by Energage to participate in the St. Louis Top Places to Work Survey. Human Resources worked with Energage to set up the survey and partnered with Communications to inform staff that the survey was being used to help determine how our employees felt about working with the organization and that it would also be used to determine if we were one of the St. Louis area's top employers.



Significance of **Training and Development of Human Resources**

Human Resources Staff Training

- This month, we rolled out Sensitivity Basics: Creating Positive Working Relationships training through Gallagher.

HR Source - Human Resources Training for Member Libraries

- Human Resources worked in partnership with the Membership Department to schedule our annual Human Resources training classes for member libraries. Webinars will be \$10 for each participant or \$25 to attend all three webinars. IHLS supervisors will also be in

attendance. Registration is completed through L2. In addition, a recording of each session will be hosted via HR Source's cloud sharing service for one week following the date of facilitation for members who could not attend in person or who would like to revisit the webinar.



- 1. Crisp, Clear and Concise: A Formula for Effective Communication – April 13, 2022, 11 a.m.-12:30 p.m.**
 - Assessing your communication skills and applying a basic communication model to improve everyday communication
 - Addressing the importance of adopting an assertive communication style rather than our often “go-to” styles of passive, aggressive, or passive-aggressive
 - Cultivating listening competencies to enhance the communication process
 - Reviewing business communication etiquette
 - The importance of body language and tone in conveying a consistent, respectful message
- 2. Effective Delegation – May 11, 2022, 10 a.m. - 11:30 a.m.**
 - How to review tasks and decide which can be delegated
 - Recognizing skills and talents of the individuals supervised
 - Selecting the right people for assignments
 - Understanding the steps of delegating a task to get full cooperation and buy-in from employees.
- 3. Legal Issues for Supervisors – June 22, 2022, 10:00 a.m. - 11:30 a.m.**
 - The concept of at-will employment and what the term really means
 - Americans with Disabilities Act (ADA)
 - Family and Medical Leave Act (FMLA)
 - Harassment and discrimination
 - The importance of documenting employees' actions and documentation

guidelines every organization should follow

- The basics of various wage and hour laws, including the Fair Labor Standards Act (FLSA)
- Practical application and implementation of the laws supervisors commonly encounter



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

Our focus for March was the development of the FY2023 draft budgets. Our appreciation for the OpenGov software grew as we maneuvered through the second year of using the software. It not only eases the budget process for the Finance Department but also gives the managers access and control over their department's budget.

We began working with a consultant, Greg Pronevitz, on the Request for Information process for an Automatic Machine Handling (AMH) system. The experience and knowledge he brings is essential to this project.

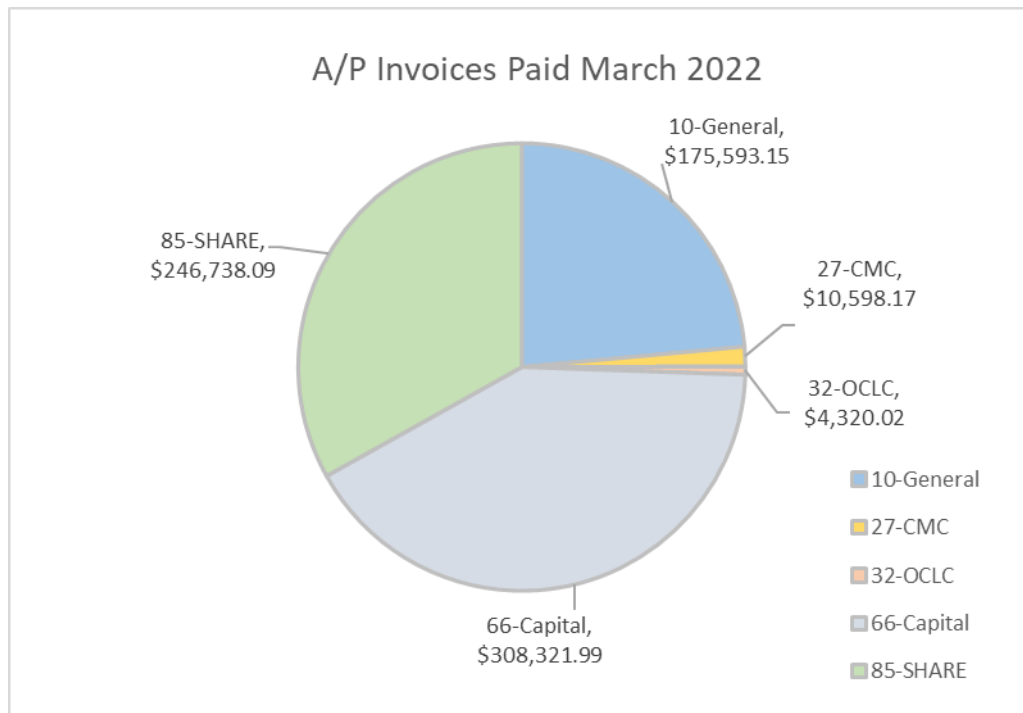
An investment update was presented to the Board at the February meeting. The Board approved opening a 12-month Certificate of Deposit (CD) at Scott Credit Union totaling \$248,000. IHLS opened this CD on March 7, 2022.

ACCOUNTING GOALS:

Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision-making. Provide member libraries with tools to enhance their financial literacy to encourage good stewardship of public funds.

- Attended a RAILS LLSAP meeting.
- Analyzed and prepared FY2023 budget proposals.
- Completed the Finance Department section of the FY2023 Operational Plan.
- Attended Operational Plan meeting.
- Attended meetings with budget managers to review their FY2023 budgets.
- Attended Staff Engagement team meeting.
- Attended a meeting with Greg Pronevitz to discuss consulting work for a Request for Information for an automatic material handling system.
- Attended a Library Trustee Training grant planning meeting.
- Attended a meeting with a representative from Canvas software for the Trustee Training grant.
- Attended a Mobile Memory Lab planning meeting.
- Attended High Five and staff meetings.
- Attended weekly Finance Department meetings.
- Attended Leadership and Supervisors Team meetings.
- Attended IHLS & SHARE Finance Committees and IHLS Board of Directors meetings.
- Completed required safety training courses.
- Completed an updated benefit deductions post on the IHLS intranet.

- Opened a Certificate of Deposit at Scott Credit Union.
- Prepared and processed two payrolls in March.
- Prepared February 2022 Bill Payments, Credit Card Transactions, Statement of Revenues and Expenditures, and Balance Sheets reports for IHLS Finance Committee and Board of Directors.
- Generated and mailed 137 accounts receivable invoices (OCLC: 12 monthly and 99 transactional; SHARE: 2 monthly, 2 transitional, 8 cloudLibrary e-book purchases, and 12 Solus Library App customizations; General: 1 ILDS project and 1 Serving Our Public book.
- Received and posted 132 accounts receivable cash receipts checks totaling \$187,419.69 (OCLC: 84, SHARE: 41, and General: 7).
- Received and entered 81 accounts payable invoices.
- Disbursed 82 accounts payable checks totaling \$745,571.42.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

Happy April and end-of-the-year wrap-up from the IT department. This time of the year we look at last year's budget and projected projects to see what can be accomplished this fiscal year. Just because we budget for a project doesn't always mean there are funds available to accomplish it. This month we purchased laptops and all the accessories for employees who have older machines and any department that had the budget for replacement machines. The IT Director works closely with department heads and the Finance Department to make sure funds are expended as needed.

This month we've also spent a considerable amount of time gathering data for members' annual reports, the Automatic Material Handler (AMH) Request for Information (RFI) for the Operations Department, and other internal projects. This has been rewarding in some ways, because we've found that, now that we've been keeping track of delivery data for several years, the data is returning to us useful data back.

Finally, just a quick update on the website. User acceptance testing is coming to an end and the migration of data is about to begin. We are in the home stretch and looking forward to the new site. Even after Ameex is done with the migration of data, the team at IHLS will take a few weeks to sit with the data and make sure it's accurate and make modifications as necessary that were outside the scope of the original project with Ameex.

IT GOALS:

Provide the IT support necessary for IHLS and SHARE to function efficiently. Implement new design to IHLS website.

- Completed UAT (User Acceptance Testing)
- Entering migration phase



Bibliographic Access

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Jennifer Baugh, SHARE Bibliographic Services Manager & Dr. Pamela Thomas, Bibliographic Grant Manager, Cataloging Maintenance Center (CMC)

During March, Cataloging Maintenance Center (CMC) and SHARE staff continued providing high quality cataloging services to libraries throughout Illinois. Staff attended numerous webinars to further our collective cataloging knowledge, as well as provided training to libraries through Illinois via the monthly Cataloger's Training Session and Online with the CMC webinar. A joint meeting, entitled "Catalogers Unite," was established to allow SHARE and CMC a space to come together to discuss cataloging challenges, unique formats, and changes to standards and practices. It is our hope for this meeting to continue quarterly for the foreseeable future.

SHARE Bibliographic Services said a heartfelt goodbye to Katy Egts, but we are thrilled for her to continue her cataloging career with the CMC, as the Metadata Cataloger, as well as continuing to be our coworker, just in a different department.

CATALOGING SERVICE FOR SHARE GOAL:

Provide cataloging services for SHARE member libraries, including transitional libraries, and increase usability of the SHARE database to ultimately increase resource sharing.

- Cataloged 493 items for SHARE member libraries.
- Imported 362 \$3 bibs for SHARE member libraries.
- Cataloged 150 items for new member libraries joining SHARE.
- Merged 50 bibliographic records, cleaned/corrected 3,137 bibliographic records, and cleaned/corrected 33 item records.
- Provided one-on-one instruction sessions to Carmi Public Library and Jerseyville Public Library via Zoom.
- Provided one-on-one instruction sessions at Morrison-Talbot Library and Fairview Heights Public Library to review records with their catalogers.

CATALOG TRAINING FOR SHARE MEMBERS GOALS:

Maintain rigorous cataloging standards that include continuing education in bibliographic services and cataloging for member libraries. Support member skills necessary for fluency in national, state, and local policies such as RDA (Resource Description and Access), OCLC, and Library of Congress.

- Handled over 297 emails and contacts.
- Conducted monthly Cataloger's Training Session with focus on cataloging and editing DVD bibliographic records.
- Reviewed and imported 24 files with a total of 70 bib records for beginning catalogers.

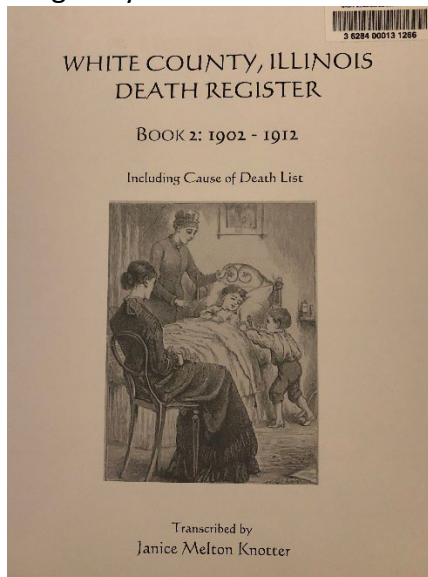
CATALOGING MAINTENANCE CENTER (CMC) GOALS:

Provide cataloging and bibliographic services for libraries in Reaching Across Illinois Library System (RAILS) and IHLS to increase access and encourage resource sharing of information resources found in Illinois libraries. Support access to Illinois digital collections by providing

information on the formation and content of metadata. Instruct Illinois library staff in the use of resource description, including cataloging and metadata.

- Reviewed 69 books, 6 serials, 4 computer files, 3 visual materials, 1 other, 3 mixed materials, 1 musical sound, and 1 video bibliographic records for a total of 88 records, and one oral history transcription.
- Cataloged 34 items (including 18 originally cataloged and 16 records enhanced) and created 2 name authority records.
- The PrairieCat database cleanup project continues, where 431 bibliographic records were enhanced or merged.
- The Alma cleanup project for CARLI continues, with a total of 408 dedupes (merges), 671 deletes, and 934 edits.
- Presented March's Online with the CMC, Word of Mouth: Transcribing an Oral History Collection with 29 attendees.

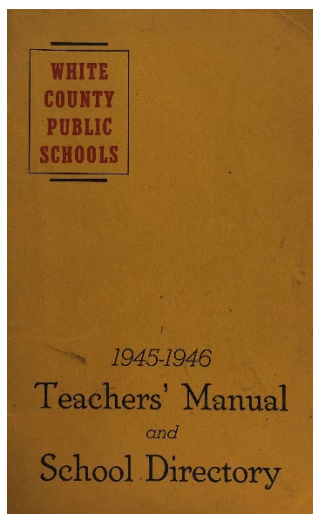
Items cataloged by the CMC staff in March:



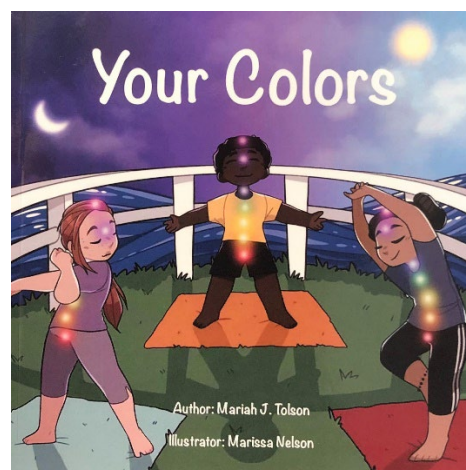
White County, Illinois Death Register (local history)



Little Hands written by Mariah J. Tolson (local author)



White County Public Schools Teacher's Manual and School Directory, 1945-1946 (local history)



Your Colors written by Mariah J. Tolson (local author)



Delivery Report

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

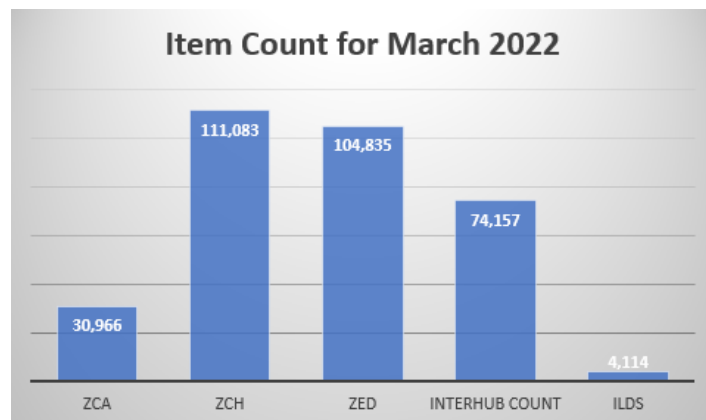
March saw days packed with meetings about projects for delivery. We began in earnest the Request for Information (RFI) process and met with Greg Pronevitz at Pronevitz Consulting. It is very validating to hear from Greg that IHLS is on top of collecting/retrieving data. The iPads that the drivers use daily are doing their job quite efficiently. Again, Brant Wingerter is our in-house Delivery App developer, and has done a great job partnering with delivery to get the collection of our data usable.

Also in March, delivery was busy with the Operational Plan. We met many times to try and narrow down what our goals were to be for the next fiscal year as well as talking about which goals would have the most impact for our member libraries. Along with the Operational Plan comes the budget for those goals to be realized.

Delivery On the Go service was also part of our focus. Ultimately, taking the time to roll it out will result in a much clearer project. Same route, same day delivery -- this project has led us to other potential projects in getting items to the member libraries even quicker than what is currently happening.

Meetings:

- Weekly Operations Department meetings with immediate staff
- Operations Team
- Leadership
- Operational Plan
- Board
- Facilities and Operations Committee
- Marketing & Advisory
- Request for Information (RFI) meetings with Greg Pronevitz





SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

Spring is in the air! We are starting to get more requests for site visits and getting excited for more in person events.

SHARE GOAL:

Provide an innovative resource discovery, sharing, and delivery system.

- SHARE Managers/Supervisors participated in the monthly IHLS Supervisors Meeting.
- Attended weekly Leadership Meetings.
- Traveled to Columbus, Ohio, to participate in the annual International Coalition of Library Consortia (ICOLC) Conference.
- Explored the feasibility of a new community engagement platform.
- Explored What's New in Polaris 7.1. Dena Porter made this information available to all SHARE staff.
- Met with other IHLS departments to discuss SHARE's FY2023 goals and budget.
- SHARE E-Resources Committee met to discuss updating the cloudLibrary collection development policy and reconsideration procedures. The committee also reallocated more funds to the pay-per-use program.

SHARE DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Attended weekly Directors Chats.
- Provided a SHARE update at the Third Thursday networking event.
- Sent a newsletter to members providing updates about current issues affecting SHARE and upcoming events, including reminders about using removable tape and customizing banners in the public access catalog (PAC).
- SHARE offered several demos for upcoming group purchases, including Baker & Taylor's collectionHQ DEI Analysis Tool and Brodart's McNaughton Book Leasing program, a special program exclusive to SHARE members.
- Zach Henderson taught 7 circulation trainings to 18 participants in March.
- Promoted member library staff book recommendations and book lists, which is a fun way to increase SHARE members readers' advisory participation.
- Provided members with readers advisory support, promoting the top requested SHARE titles in March.



ILLINET INTERLIBRARY LOAN GOAL:

Increase familiarity and compliance with the ILLINET Interlibrary Loan Code (ILL Code).

- Reminded members that reciprocal borrowers should not be issued a PIN for their library account, since they are not eligible to place interlibrary loan requests or utilize e-resources.

E-RESOURCES GOAL:

Increase e-resource use through increased vendor opportunities, comprehensive library staff training, and marketing support to members.

- cloudLibrary users checked out 30,422 owned titles and 1,147 audio pay-per-use titles in March. We now have 54,090 owned items in our shared collection, and 21,377 additional audiobook items available for pay-per-use.
- Provided patron-based marketing support/readers' advisory to member libraries, promoting cloudLibrary and our collection.

WOMEN'S HISTORY MONTH



SHARE
SHARING HEARTLAND'S AVAILABLE
RESOURCES EQUALLY



cloudLibrary™
by bibliotheca





Membership & Grants Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

Reflecting on the work done during the month of March, it is now very apparent that there is a strong membership TEAM in place to provide support and service to the diverse membership of IHLS. When the “team” expanded to two people in the summer of 2018, the difference was immediate. That same “team” grew to three in January of this year and the impact is significant. With three people available to respond to member needs, we can be much more responsive to member needs. With three people available to study issues and discuss strategies, it makes the department much stronger. One can only look forward to further growth in this department and ever-improving service to our members.

MEMBERSHIP SERVICES GOALS:

Review membership of all system agencies on an annual basis. Support member libraries in their efforts to provide excellent library service to their stakeholders.

The certification process was completed. This process verifies an agency’s compliance with the membership criteria set forth in the Administrative Code ([23 ILAC 3030.200](#)). This annual event is often an opportunity for the membership staff to connect with libraries with whom we do not have regular contact and get information about what is happening with their agencies.

Site visits were made to:

- Summersville School District #79 (March 4)
- Washington Park (March 23)
- Venice Public Library (March 23)
- Mascoutah Middle School (March 23)
- Caseyville Public Library (March 30)
- Wood River Public Library (March 30)

NETWORKING GOALS:

Continue to develop relationships with and among the membership. Continue active partnerships in statewide and national initiatives that support enhanced library service. Work with library entities that improve member services.

Leah Gregory attended the Association of School Library Educators (AISLE) Southern Illinois Librarians Together (SILT) chapter meeting on March 4.

Leah Gregory attended the monthly school library media specialist networking meeting of the [Learning Technology Center](#) on March 11. Note: This is an agency that has recently come into our radar that shows quite a bit of partnering promise.

Leah Gregory met with Janette Derucki and Grant Halter from RAILS regarding the statewide school data project.

Directors' Chats were held on March 3, 10, and 24 with an average participation of thirty-nine people.

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive.

On March 17, the Members Matter offering was "Grant Writing: Hints, Hacks & Hopes." Presenters were Suzanne Johnson, Director of the Sesser Public Library; Amanda Saia, LSTA Coordinator for the Illinois State Library; and Diana Brawley Sussman, Director of the Carbondale Public Library.

Preplanning was done for the April Members Matter offering with those agencies that participated in the broadband grant awarded to Eastern Illinois University.